

## COVID-19 Visitation Plan

Effective 2<sup>nd</sup> November to 12<sup>th</sup> December 2020

Thank you to all visitors, relatives, contractors and friends who have abided by our visitation plans put in place to keep our residents and staff safe during the pandemic.

We will continue with our current visitation plan until mid-December when the next Public Health order is due to be announced.

If you wish to visit your loved one at Mareeba Aged Care, the following will apply:

### Face to Face Visits

- Face to face visits will continue on  
Monday – PM 1:00, 2:00 & 3:00 pm  
Wednesday- AM 9:00, 10:00 & 11:00 am  
Friday- AM 9:00, 10:00 & 11:00 am  
Saturday- AM 9:00 & 10:00 am **Workers only.**
- Up to **2x Visitors** per resident per booking.
- 1 Hour visit in room. Please arrive and exit on time so you do not cut into the time of the next round of visitors waiting to come in.
- Bookings for visits are made by phoning Admin Monday to Saturday between 9:00 am & 3:00 pm.
- **SPOUSES** may request a longer visit.
- A resident can still have up to 2 face to face visits per week, 1 of which can be scheduled in advance. The 2<sup>nd</sup> face to face appointment can be made by phoning the afternoon before a visiting day and if a spot is still available, we will book a 2<sup>nd</sup> visit for you. This allows fairness to all residents and their families in the ability to see their loved ones

### Veranda Visits

- Veranda/window visits are available Tuesday & Thursdays each week by appointment. Please contact Admin Monday to Saturday to book & present to Admin prior to your visit.

### Social Outings

Social outings to a family home or family gathering are allowed with the completion and approval of a Risk Assessment form.

All outings:

- Must be in accordance with current government advice and recommendations.
- Outings should be planned to take place outdoors as much as possible and avoid public/crowded areas such as shopping centers, cafes etc.
- Residents will need to wear face masks when physical distancing cannot be maintained.
- **Risk assessment forms can be collected from Admin and will need to be completed and returned prior to your outing date.**

- Forms will be subject to approval by management and Admin staff will contact you to confirm approval decision.

### Video calls

- Via ZOOM or Facetime - will be available. Please contact either the Admin or Leisure and Lifestyle Teams to schedule.

### Requirements for ALL VISITORS

- All visitors will be required to complete a health check and complete screening questionnaire. Anyone unwell or a temperature 37.5oC or higher will be denied entry. Screening questionnaire includes travel arrangements and contact with areas listed as a COVID hotspot.
- Hand hygiene, physical distancing to staff and other residents plus respiratory etiquette remain mandatory. Masks are available & provided when required.
- Special requirements for visitors who reside outside the Local Health District (L.H.D). All out of L.H.D visitors need to phone ahead to schedule a visit which will need to be approved by management. ½ hour visit and will need to wear a mask for the duration.
- All visitors must show proof of a current Flu Vaccination as of 1 May 2020
- Entry to Mareeba on compassionate grounds for unwell or palliative residents has remain unchanged and is reviewed case-by-case.
- Children under the age of 16 may visit but must be closely supervised.

We will introducing a digital visitor management system in the coming month which will will assist us in a more efficient sign in process.

If you have any concerns or questions, you can contact us by phone 66452966 or email [office@mareebaagedcare.com.au](mailto:office@mareebaagedcare.com.au) to discuss. You can also keep up to date with information via our Facebook page and website: <https://www.mareebaagedcare.com.au>

Thank you for your ongoing vigilance and co-operation in keeping our residents, staff members and their families

Mareeba Management  
2<sup>nd</sup> November 2020